

**BY ORDER OF THE COMMANDER
AIR FORCE RESERVE COMMAND**



**AIR FORCE RESERVE COMMAND
HEADQUARTERS OPERATING
INSTRUCTION 32-1002**

22 FEBRUARY 2007

CIVIL ENGINEERING

**WORK REQUESTS ON AFRC
OCCUPIED FACILITIES**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This operating instruction implements AFD 32-10, Installations and Facilities. It establishes responsibilities and procedures governing the functions carried out by the facility managers. It applies to all personnel assigned to Headquarters Air Force Reserve Command and The Band of the United States Air Force Reserve at Robins AFB GA. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 37-123 (will convert to AFMAN 33-363), Management of Records, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://afrims.amc.af.mil/>.”

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed. This revision contains changes resulting from reference material changes; organization name change; relocation of some AFRC personnel; and changes in facility managers.

1. Responsibilities:

1.1. All personnel are responsible for providing a clean, adequate, and safe environment for promoting the provisions of a quality work environment within AFRC facilities. Route all requests for civil engineering support through the Directorate Monitor (DM) and Facility Manager for coordination.

1.2. The Civil Engineer, with coordination of AFRC/CV and 951 RSPTS/CC, appoints the facility managers for buildings 210 and 220. Facility Managers for buildings 211, 221, 222, 610, 763, and a portion of 125, and 1400, are appointed by the senior director of the staff that occupies these facilities. The Band and Recruiting Commander will appoint facility managers for their occupied facilities.

1.2.1. The appropriate approval authority will designate in writing an officer, enlisted E-4 and above, or civilian equivalent as primary and alternate Facility Manager for each facility assigned to the Headquarters.

1.2.2. Will ensure alternations, additions, or new construction are not done without host BCE approval. The host BCE approves all work in real property facilities, regardless of the method used; therefore work that will be done using an AF Form 9, Government Purchase Card (GPC), Simplified Acquisition of Base Engineer Requirements (SABER) will require BCE approval.

1.3. Directors, heads of special staff offices, and commanders:

1.3.1. Will appoint and provide the name, grade, office symbol, home phone, and duty phone number of at least one primary and one alternate Directorate Monitor (DM) to the HQ AFRC/A7O Facility Manager for the director's area of responsibility. Each directorate will update their DM information as required.

1.3.2. Ensure their physical areas of responsibility are in good repair and coordinate any required maintenance, repair, minor construction, or substandard performance of housekeeping with the Facility Manager.

1.3.3. Provide the necessary data support to the Facility Manager for justifying and monitoring facility maintenance operations.

1.3.4. Restrict requests for new work, alterations, and modifications to a minimum by submitting only those requests required to perform their assigned missions.

1.3.5. Is prepared to attend the Robins AFB Facilities Board at the request of AFRC/A7O, to defend requirements.

1.4. AFRC/A7O or designated representative:

1.4.1. Reviews work requests for inclusion in programmed projects requiring facility board approval.

1.4.2. Obtains and coordinates AFRC funding when required.

1.4.3. Represents AFRC on the Base Facilities Board Working Panel and WR-ALC Base Facilities Board.

1.4.4. Provides engineering review of project designs for AFRC-funded projects.

1.5. Each Facility Manager and DM:

1.5.1. Upon receipt of a work request AF Form 332, Base Civil Engineer Work Request (see Facility Manager for example), screens it for appropriateness as a BCE work request versus a service call requirement. Occupants of leased facilities will work through the HQ Real Property Officer to contact the lessor to resolve facility issues with their respective facilities.

1.5.1.1. Screens the requirement for validity and determines that the scope is not excess to needs.

1.5.1.2. Coordinates in block 14 of the AF Form 332.

1.5.1.3. Consolidates requests when possible to ensure all known requirements for a single facility are included before forwarding for accomplishment.

1.5.1.4. When necessary obtains AFRC/A7P coordination to ensure the requirement is not a candidate for inclusion in another programmed project.

1.5.1.5. Monitors the approved requests to completion and acts as single interface between the using function and the host BCE, or returns disapproved requests to the originator citing reasons for disapproval.

1.5.1.6. Maintains a log of all requests submitted to host BCE, including current status.

1.5.2. Establish procedures to immediately notify customer service when emergencies occur that involve the facility and its supporting utility systems.

1.5.3. Brief occupants/users of the facility on their collective responsibility for the care, custody, and protection of the property.

1.5.4. Procures materials and provides guidance for maintenance and repair self-help projects.

1.5.5. Ensures control of all keys as outlined in paragraph 5.

1.5.6. Monitors housekeeping performance according to guidelines found in paragraph 6.

1.5.7. Make minor repairs (e.g. plunge stopped up sinks or toilets, repair small holes in drywall, change light bulbs).

1.5.7.1. Lights above 10 feet will be changed by the host BCE on a Direct Scheduled Work Order (DSW); lights below 10 feet are the responsibility of the Facility Manager.

1.5.7.2. The Facility Manager is expected to keep the facility's equipment and premises in the state of repair.

1.5.8. The Facility Manager is responsible for controlling the following pests: cockroaches, ants, centipedes, crickets, earwigs, fire ants, flies, silverfish, mice, and miscellaneous flying and crawling insects that do not destroy Air Force property. This also includes infestations of wasps and wasp nests.

1.5.8.1. Ant baits and mice traps are available at the host BCE pest management section.

1.5.8.2. The host BCE pest management section will control pests that are a significant health hazard and cause damage to Air Force property including termites, carpenter ants, and wood-boring beetles.

1.5.9. Acts as the facility fire monitor, and energy conservation monitor, for their designated buildings.

1.6. Each Directorate Monitor (DM) is appointed by their directorate as a single point of contact for all facility issues dealing with their immediate areas, they work closely with the Facility Manager to resolve all facility issues pertaining to their areas of responsibility:

1.6.1. As a minimum, DM for the HQ AFRC Campus will:

1.6.2. Immediately upon appointment, review all policies, procedures, and instructions on the HQ AFRC Facility Management website.

1.6.3. Attend training and meetings as required by HQ AFRC/A7O.

1.6.4. Notify the Facility Manager of all direct scheduled maintenance discrepancies reported directly to host BCE.

- 1.6.4.1. The Facility Manager will provide and update the direct scheduled maintenance notification process to DM.
- 1.6.5. Report all janitorial discrepancies or questions to Facility Manager at 327-1992.
- 1.6.6. Maintain accountability of all assigned keys and be the originator of all key requests.
 - 1.6.6.1. Act as the POC for scheduling and provide access and escort requirements to work crews in assigned directorate.
- 1.6.7. Ensure proper housekeeping of allocated office areas, adjoining hallways, and adjoining stairwells. This includes keeping the hallways and stairwells clear of furniture, office supplies, boxes, and shredded paper.
 - 1.6.7.1. Assist the Facility Manager with enforcement of Fire, Safety, and Force Protection requirements.
 - 1.6.7.2. The HQ AFRC/A7O must approve all existing and future requests to place anything in hallways and stairwells by official Memorandum. Units wishing to place items in hallways will generate the memorandum prior to placing items in the hallway.
 - 1.6.7.3. When the Facility Manager identifies a security, fire, or safety hazard the responsible DM will take the appropriate actions necessary to comply with established guidelines. The Facility Manager has the authority to correct the problem if the directorate does not respond within the time allowed.
- 1.6.8. The DM ensures all recyclables are taken to the Recycle areas in each wing and all cardboard materials are broken down and taken to the cardboard dumpsters located behind each facility.
- 1.6.9. The DM maintains appropriate records of approval documents, memorandums, and requested work.

2. Definitions:

- 2.1. Modernization/Revitalization. Any construction performed to add, expand, alter, convert, or replace existing facilities or utilities. Projects having a funded cost of less than \$300,000 may be accomplished with funds available for O&M. If over \$2000, funding is the responsibility of HQ AFRC. Maintenance and Repair are direct responsibilities of Robins AFB.
- 2.2. Preventive Maintenance. Recurring day-to-day periodic work that preserves the facility and permanently installed equipment.
- 2.3. Repair. Restoration of the facility or permanent equipment.
- 2.4. DSW/Service Call. Telephone requests for maintenance and/or repair. DSW/Service calls are usually reserved for emergencies having a response time of 24 hours, or for urgent requests having a response time of 5 duty days.
- 2.5. Work Orders. Other requests submitted on an AF Form 332, for any minor construction, maintenance, repair, reimbursable work (which must be scheduled), removal or replacement of installed property, or direct scheduled work (small work requirements).

3. Procedures for Reporting Emergency and Non-emergency Requests:

3.1. Service Calls. Service calls are used for emergency work that requires immediate attention. The BCE should normally respond within 24 hours. In some instances, the response time is even faster if the situation dictates. All employees of HQ AFRC should report emergencies directly to the host BCE emergency service desk (926-5657) and inform the Facility Manager of the call and emergency as soon as possible.

3.2. Routing Requests. Work requests are initiated at the directorate/section level first. The DM prepares an AF Form 332. Accomplish blocks 1 through 14 according to instructions on the reverse side of the form. Include a sketch, as required by item 8, or a complete narrative description in sufficient detail to enable easy interpretation of the work required and the specific location. All information should be legible. Obtain director or head of special staff office coordination if work is new work, modification, or minor construction. Submit an original and three copies of the AF Form 332 to the Facility Manager for further processing.

3.3. Web Submissions. The host BCE has established a customer service webpage located on the Robins AFB Homepage website, that may be used by the Facility Manager for submitting non-emergency work request. The DM can use this site to check the status of their work requirements.

4. Control of Keys.

4.1. The Facility Manager is responsible for establishing and maintaining effective key accountability and control procedures for his or her buildings. These procedures should ensure that only authorized personnel are issued keys and that keys are recovered when such personnel no longer have an official need for them. The key accountability procedures should include adequate cross references (by key number) of the applicable rooms and the names of the individuals to whom the key is assigned.

4.2. Duplication of Keys. The DM requests duplication of keys on AF Form 332. The Facility Manager submits the AF Form 332 to the host BCE.

4.3. Reissue of Keys. Holder returns keys no longer required to the Facility Manager for retention and/or reissue. Under no circumstances will keys be sub-issued or transferred to another party.

5. Housekeeping.

5.1. Housekeeping services are performed under the base custodial contract. The Facility Manager is designated as the quality assurance evaluator (QAE) for the housekeeping contract. To assist the Facility Manager, the DM also serves as the functional area housekeeping monitor.

5.1.1. Reporting Substandard Performance. The DM submits an AF Form 714, Customer Complaint Record (see Facility Manager for example), to the Facility Manager identifying the specific discrepancy. AF Form 714 will include the date, time, section reporting the complaint, the name of the individual making the complaint, and the exact nature of the complaint. The Facility Manager is responsible for completing the AF Form 714. The complainant keeps one copy of the form for his or her record.

5.1.2. The Facility Manager immediately notifies the host BCE contract management office for action and forwards the AF Form 714 to that office.

5.2. Emergency Procedures for Housekeeping Support. In the event of a disruption of custodial services at AFRC facilities the AFRC senior leadership will decide how to support the custodial requirements.

6. Grounds Maintenance.

6.1. Maintenance of the grounds is accomplished by base grounds maintenance contract. The contractor's duties include mowing grass, trimming shrubbery, and maintaining sprinkler systems. The Facility Manager is the AFRC QAE for the grounds maintenance contract.

7. Forms Adopted. AF Form 332, Base Civil Engineering Work Request , AF Form 3132, General Purpose Form

JOHN A. BRADLEY, Lt General, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 63-124, Performance-Based Service Contracts (PBSC).

AFI 32-1001, Operations Management.

AFPAM32-1004V3 Working in the Operations Flight Chapter 2 Para. 2.3 Building Managers Program.

AFPAM 32-1125V1 Working In The Operations Management Field Chapter 11 Facility Managers (FM) Program and Responsibilities.

AFI64-117 Air Force Government-Wide Purchase Card (GPC) Program.